

National FET Certificate: Banking



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SAQA ID: 20185 | NQF level: 4 | Credits: 120 | Accrediting body:



Purpose of the qualification

The unique elective offering of this qualification has been approved by the Financial Services Board to fulfil the FAIS Fit & Proper generic requirements for Categories I and IV. The purpose of this qualification is to present a planned combination of learning outcomes to prepare a learner for a career in banking sales or telling. Specifically, the qualification covers the banking regulatory and legal environment, marketing and sales techniques, customer service and key banking products and services.

Flexibility

Chartall Business College believes in flexibility. We have an in-house team of professionals who are able to customise the training curriculum to the needs of your organisation. This may include the addition of job-specific unit standards, the selection of particular elective unit standards or even the inclusion of non-unit standard based content. In addition, we ensure that the content of the qualification does not conflict with the values and standard operating procedures prescribed by your company.

Support

Although the programme is scheduled to include the specified contact days, it does not mean that the learners will not have access to additional support. Each learner will have access to assistance via email, as well as access to a tutor who is able to provide extra assistance should the need arise. This tutor support can be used to assist students who are not progressing at the same pace as the rest of the class or miss a session. We also have experienced facilitators who can manage projects involving learners with disabilities.

Other requirements

If students want to access online resources they will need access to a computer or tablet with video and sound capability, have their own email address and have reliable internet access (minimum 2 Mbps).

Delivery methodology

Chartall Business College can either deliver this qualification as a learnership, which will qualify the sponsoring employer for an additional tax deduction, or it can be offered as a training programme without the learnership requirements. The duration of the training will be approximately 18 full days, all of which can be scheduled to suit the employers' schedule. Alternatively, the qualification can be acquired by experienced candidates through Recognition of Prior Learning (RPL). RPL is an assessment process that captures a candidate's existing knowledge and skill and matches it to the qualification requirements. With RPL there is no formal training although an experienced RPL adviser will assist learners to relate their workplace experience to the outcomes of the registered unit standards.

Administration

Chartall Business College will assist with SETA contracting, learnership preparation [if required], briefing of workplace coaches and the SETA reporting.

Programme curriculum

Finance and investment

- 7237 Provide standard credit-based solutions for a personal banking customer
- 7244 Provide a standard investment solution for a personal banking customer
- 7250 Provide a banking-related standard investment solution to meet small to medium business needs

Legal environment

- 10017 Comply with legal requirements and understand implications
- 10022 Comply with organisational ethics

Customer service

- 7219 Respond to customer requests in the banking environment
- 7223 Provide banking-related information services
- 7254 Establish and develop banking sales client relationships
- 7255 Communicate banking product information and provide product support to sales clients

Workplace communication skills - oral, reading and writing (2 languages)

- 8974/8968 Engage in sustained oral communication
- 8975/8969 Read and respond to a variety of texts
- 8976/8970 Write for a wide range of contexts
- 8972/8977 Interpret a variety of literary texts

Mathematics and accounting

- 7468 Use mathematics to investigate the financial aspect of issues
- 9015 Apply statistics to critically interrogate life-related problems
- 9016 Measure and calculate physical quantities in 2D and 3D space



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